



IDAHO DEPARTMENT OF
HEALTH & WELFARE

C.L. "BUTCH" OTTER – GOVERNOR
RICHARD M. ARMSTRONG – DIRECTOR

TAMARA PRISOCK – ADMINISTRATOR
DIVISION OF LICENSING & CERTIFICATION
JAMIE SIMPSON – PROGRAM SUPERVISOR
RESIDENTIAL ASSISTED LIVING FACILITY PROGRAM
P.O. Box 83720
Boise, Idaho 83720-0009
PHONE: 208-334-6626
FAX: 208-364-1888

July 23, 2013

Wendi Gailey, Administrator
Paramount Parks Health Care at Eagle, LLC
815 North Eagle Road
Eagle, ID 83616

License #: RC-921

Dear Ms. Gailey:

On May 30, 2013, a complaint investigation survey was conducted at Paramount Parks Health Care at Eagle, LLC. As a result of that survey, deficient practices were found. The deficiencies were cited at the following level(s):

- Non-core issues, which are described on the Punch List, and for which you have submitted evidence of resolution.

Your submitted evidence of resolution are being accepted by this office. Please ensure the corrections you identified are implemented for all residents and situations, and implement a monitoring system to make certain the deficient practices do no recur.

Thank you for your work to correct these deficiencies. Should you have questions, please contact Rae Jean McPhillips, Health Facility Surveyor, Residential Assisted Living Facility Program, at (208) 364-1962.

Sincerely,

Rae Jean McPhillips, RN
Team Leader
Health Facility Surveyor

RJM/TFP

cc: Jamie Simpson, MBA, QMRP Supervisor, Residential Assisted Living Facility Program



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June 19 2013

Wendi Gailey, Administrator
Paramount Parks Health Care At Eagle, LLC
815 North Eagle Road
Eagle, ID 83616

Dear Ms. Gailey:

An unannounced, on-site complaint investigation survey was conducted at Paramount Parks Health Care At Eagle, LLC between May 28, 2013 and May 30, 2013. During that time, observations, interviews or record reviews were conducted with the following results:

Complaint # ID00006026

Allegation #1: New caregivers were not properly trained to assist residents with care needs.

Findings #1: There was insufficient evidence available to validate this allegation.

Unsubstantiated

Allegation #2: The facility did not have infection control measures in place, such as gloves and sanitary cleaning supplies to prevent the spread of the germs.

Findings #2: There was insufficient evidence available to validate this allegation.

Unsubstantiated.

Allegation #3: The quality of the food was poor.

Findings #3: There was insufficient evidence available to validate this allegation.

Unsubstantiated. This does not mean the incident did not take place; it only means that the allegation could not be proven.

Wendi Gailey, Administrator

June 19, 2013

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Allegation #4: The facility administrator did not respond in writing to complainants within 30 days.

Findings #4: Substantiated. The facility was issued a deficiency at IDAPA 16.03.22.350.04 for not providing complainants a written response within 30 days. The facility was required to submit evidence of resolution within 30 days.

Allegation #5: The facility did not offer sufficient activities on the weekends.

Findings #5: There was insufficient evidence available to validate this allegation.

Unsubstantiated.

Allegation #6: The facility did not provide care as agreed to in the Negotiated Service Agreement.

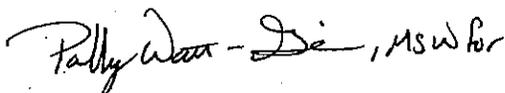
Findings #6: There was insufficient evidence available to validate this allegation.

Unsubstantiated. This does not mean the incident did not take place; it only means that the allegation could not be proven.

Please bear in mind that non-core issue deficiencies were identified on the punch list, a copy of which was reviewed and left with you during the exit conference, on **May 30, 2013**. The completed punch list form and accompanying evidence of resolution (e.g., receipts, pictures, policy updates, etc) are to be submitted to this office within thirty (30) days from the exit date.

If you have questions or concerns regarding our visit, please call us at (208) 364-1962. Thank you for the courtesy and cooperation you and your staff extended to us while we conducted our investigation.

Sincerely,



Rae Jean McPhillips

Health Facility Surveyor

Residential Assisted Living Facility Program

RJM/TFP

c: Jamie Simpson, MBA, QMRP, Supervisor, Residential Assisted Living Facility Program



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June 19, 2013

Wendi Gailey, Administrator
Paramount Parks Health Care At Eagle, LLC
815 North Eagle Road
Eagle, ID 83616

Dear Ms. Gailey:

An unannounced, on-site complaint investigation survey was conducted at Paramount Parks Health Care At Eagle, LLC between May 28, 2013 and May 30, 2013. During that time, observations, interviews, and record reviews were conducted with the following results:

Complaint # ID00005951

Allegation #1: The facility billed residents for services after they discharged from the facility.

Findings #1: There was insufficient evidence available to substantiate this allegation.

Unsubstantiated.

Allegation #2: The facility did not provide care as directed by residents' negotiated service agreements (NSA).

Findings #2: There was insufficient evidence available to substantiate this allegation.

Unsubstantiated. This does not mean the incident did not take place; it only means that the allegation could not be proven.

Allegation #3: The facility delayed medical treatment for residents with changes in condition.

Findings #3: There was insufficient evidence available to substantiate this allegation.

Unsubstantiated. Although the allegation may have occurred, it could not be determined during the complaint investigation.

Wendi Gailey, Administrator
June 19, 2013
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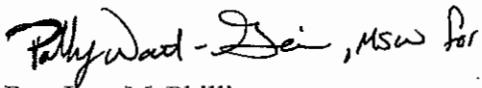
Allegation #4: The facility was not kept clean.

Findings #4: There was insufficient evidence available to substantiate this allegation.

Unsubstantiated. This does not mean the incident did not take place; it only means that the allegation could not be proven.

As no deficiencies were cited as a result of our investigation, no response is necessary to this report. Thank you to you and your staff for the courtesies extended to us on our visit.

Sincerely,



Rae Jean McPhillips
Health Facility Surveyor
Residential Assisted Living Facility Program

RJM/TFP

c: Jamie Simpson, MBA, QMRP, Supervisor, Residential Assisted Living Facility Program

